

Enterprise Incident Report July 2012

As of 8/1/2012

Environmental Quality

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Environmental Quality	Application Services	Dustin Crump	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Database Services	Glenda Hudgens	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Brenda Treadway	1 0	4 4	5 4
		Eileen Dubach	0 0	2 2	2 2
		James Stearns	0 0	4 4	4 4
		Julie VanBeekum	0 0	1 1	1 1
		Vicky Marrelli	0 0	2 2	2 2
		Assigned to Individual Total	1 0	13 13	14 13
	Metro B Desktop Support	Anthony Booyse	0 0	3 0	3 0

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Environmental Quality

			High	Low	FCR Total
Environmental Quality	Metro B Desktop Support	Bill Crowther	0 0	15 3	15 3
		Cindy Reed	0 0	1 0	1 0
		Jay Locker	0 0	3 0	3 0
		Mike Wilde	0 0	7 0	7 0
		Peter Musser	0 0	13 5	13 5
		Sean Chadbourne	0 0	3 0	3 0
		Stephanie Young	0 0	11 0	11 0
		Tyler Pearce	0 0	8 0	8 0
		Assigned to Individual Total	0 0	64 8	64 8
	Metro B Help Desk	Gary Graham	1 1	8 6	9 7
		Janet Hongsyvilay	1 0	15 10	16 10
		Val Shepherd	0 0	5 3	5 3
		Assigned to Individual Total	2 1	28 19	30 20
	Metro B Hosting	James Gramse	1 0	1 0	2 0

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Environmental Quality

			High	Low	FCR Total
Environmental Quality	Metro B Hosting	Assigned to Individual Total	1 0	1 0	2 0
	Strategic Communications	Luis Larios	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Engineering	Dave Vasenda	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		Kelly Johnson	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	2 1	2 1
		Assigned to Individual Total	0 0	4 1	4 1
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		4 1	116 41	120 42
Customer Company Total			4 1	116 41	120 42

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Environmental Quality

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Environmental Quality	Application Services	Dustin Crump	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Database Services	Glenda Hudgens	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Brenda Treadway	1 0	4 0	5 0
		Eileen Dubach	0 0	2 0	2 0
		James Stearns	0 0	4 0	4 0
		Julie VanBeekum	0 0	1 0	1 0
		Vicky Marrelli	0 0	2 0	2 0
		Assigned to Individual Total	1 0	13 0	14 0
	Metro B Desktop Support	Anthony Booyse	0 0	3 1	3 1

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Environmental Quality

			High	Low	MIR Total
Environmental Quality	Metro B Desktop Support	Bill Crowther	0 0	15 0	15 0
		Cindy Reed	0 0	1 0	1 0
		Jay Locker	0 0	3 0	3 0
		Mike Wilde	0 0	7 0	7 0
		Peter Musser	0 0	13 0	13 0
		Sean Chadbourne	0 0	3 0	3 0
		Stephanie Young	0 0	11 0	11 0
		Tyler Pearce	0 0	8 0	8 0
		Assigned to Individual Total	0 0	64 1	64 1
	Metro B Help Desk	Gary Graham	1 0	8 0	9 0
		Janet Hongsyvilay	1 0	15 0	16 0
		Val Shepherd	0 0	5 0	5 0
		Assigned to Individual Total	2 0	28 0	30 0
	Metro B Hosting	James Gramse	1 0	1 0	2 0

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Environmental Quality

			High	Low	MIR Total
Environmental Quality	Metro B Hosting	Assigned to Individual Total	1 0	1 0	2 0
	Strategic Communications	Luis Larios	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Engineering	Dave Vasenda	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		Kelly Johnson	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		4 0	116 1	120 1
Customer Company Total			4 0	116 1	120 1

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Environmental Quality

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Environmental Quality	Application Services	Dustin Crump	0 0.00	2 0.44	2 0.44
		Assigned to Individual Total	0 0.00	2 0.44	2 0.44
	Database Services	Glenda Hudgens	0 0.00	1 0.41	1 0.41
		Assigned to Individual Total	0 0.00	1 0.41	1 0.41
	Help Desk	Brenda Treadway	1 0.00	4 0.00	5 0.00
		Eileen Dubach	0 0.00	2 0.00	2 0.00
		James Stearns	0 0.00	4 0.00	4 0.00
		Julie VanBeekum	0 0.00	1 0.00	1 0.00
		Vicky Marrelli	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	1 0.00	13 0.00	14 0.00
	Metro B Desktop Support	Anthony Booyse	0 0.00	3 0.42	3 0.42

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Environmental Quality

			High	Low	ATTIR Total
Environmental Quality	Metro B Desktop Support	Bill Crowther	0 0.00	15 0.19	15 0.19
		Cindy Reed	0 0.00	1 0.07	1 0.07
		Jay Locker	0 0.00	3 0.11	3 0.11
		Mike Wilde	0 0.00	7 0.36	7 0.36
		Peter Musser	0 0.00	13 0.11	13 0.11
		Sean Chadbourne	0 0.00	3 0.13	3 0.13
		Stephanie Young	0 0.00	11 0.28	11 0.28
		Tyler Pearce	0 0.00	8 0.30	8 0.30
		Assigned to Individual Total	0 0.00	64 0.22	64 0.22
	Metro B Help Desk	Gary Graham	1 0.00	8 0.06	9 0.06
		Janet Hongsyvilay	1 0.28	15 0.12	16 0.13
		Val Shepherd	0 0.00	5 0.03	5 0.03
		Assigned to Individual Total	2 0.14	28 0.09	30 0.09
	Metro B Hosting	James Gramse	1 0.20	1 0.06	2 0.13

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Environmental Quality

			High	Low	ATTIR Total
Environmental Quality	Metro B Hosting	Assigned to Individual Total	1 0.20	1 0.06	2 0.13
	Strategic Communications	Luis Larios	0 0.00	1 0.21	1 0.21
		Assigned to Individual Total	0 0.00	1 0.21	1 0.21
	Voice Engineering	Dave Vasenda	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	1 0.34	1 0.34
		Kelly Johnson	0 0.00	1 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	2 0.10	2 0.10
		Assigned to Individual Total	0 0.00	4 0.13	4 0.13
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.14	1 0.14
		Assigned to Individual Total	0 0.00	1 0.14	1 0.14
	Assigned Group Total		4 0.12	116 0.16	120 0.16
Customer Company Total			4 0.12	116 0.16	120 0.16

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Environmental Quality

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Environmental Quality	Application Services	Dustin Crump	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Database Services	Glenda Hudgens	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Brenda Treadway	1 0	4 0	5 0
		Eileen Dubach	0 0	2 0	2 0
		James Stearns	0 0	4 0	4 0
		Julie VanBeekum	0 0	1 0	1 0
		Vicky Marrelli	0 0	2 0	2 0
		Assigned to Individual Total	1 0	13 0	14 0
	Metro B Desktop Support	Anthony Booyse	0 0	3 0	3 0

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Environmental Quality

			High	Low	MR Total
Environmental Quality	Metro B Desktop Support	Bill Crowther	0 0	15 0	15 0
		Cindy Reed	0 0	1 0	1 0
		Jay Locker	0 0	3 0	3 0
		Mike Wilde	0 0	7 1	7 1
		Peter Musser	0 0	13 0	13 0
		Sean Chadbourne	0 0	3 0	3 0
		Stephanie Young	0 0	11 0	11 0
		Tyler Pearce	0 0	8 0	8 0
		Assigned to Individual Total	0 0	64 1	64 1
	Metro B Help Desk	Gary Graham	1 0	8 0	9 0
		Janet Hongsyvilay	1 0	15 0	16 0
		Val Shepherd	0 0	5 0	5 0
		Assigned to Individual Total	2 0	28 0	30 0
	Metro B Hosting	James Gramse	1 0	1 0	2 0

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Environmental Quality

			High	Low	MR Total
Environmental Quality	Metro B Hosting	Assigned to Individual Total	1 0	1 0	2 0
	Strategic Communications	Luis Larios	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Voice Engineering	Dave Vasenda	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	1 0
		Kelly Johnson	0 0	1 0	1 0
		Romanza Hamblin Sorensen	0 0	2 0	2 0
		Assigned to Individual Total	0 0	4 0	4 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
Assigned Group Total		4 0	116 2	120 2	
Customer Company Total			4 0	116 2	120 2

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Environmental Quality

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Environmental Quality	Application Services	Dustin Crump	0 0.00	2 0.66	2 0.66
		Assigned to Individual Total	0 0.00	2 0.66	2 0.66
	Database Services	Glenda Hudgens	0 0.00	1 0.41	1 0.41
		Assigned to Individual Total	0 0.00	1 0.41	1 0.41
	Help Desk	Brenda Treadway	1 0.00	4 0.00	5 0.00
		Eileen Dubach	0 0.00	2 0.00	2 0.00
		James Stearns	0 0.00	4 0.00	4 0.00
		Julie VanBeekum	0 0.00	1 0.00	1 0.00
		Vicky Marrelli	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total	1 0.00	13 0.00	14 0.00
	Metro B Desktop Support	Anthony Booyse	0 0.00	3 1.39	3 1.39

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			High	Low	ATTR Total
Environmental Quality	Metro B Desktop Support	Bill Crowther	0 0.00	15 0.97	15 0.97
		Cindy Reed	0 0.00	1 0.57	1 0.57
		Jay Locker	0 0.00	3 0.21	3 0.21
		Mike Wilde	0 0.00	7 2.11	7 2.11
		Peter Musser	0 0.00	13 0.28	13 0.28
		Sean Chadbourne	0 0.00	3 0.45	3 0.45
		Stephanie Young	0 0.00	11 1.77	11 1.77
		Tyler Pearce	0 0.00	8 0.33	8 0.33
		Assigned to Individual Total	0 0.00	64 0.97	64 0.97
	Metro B Help Desk	Gary Graham	1 1.06	8 0.09	9 0.21
		Janet Hongsyvilay	1 0.31	15 0.19	16 0.20
		Val Shepherd	0 0.00	5 0.13	5 0.13
		Assigned to Individual Total	2 0.68	28 0.15	30 0.19
	Metro B Hosting	James Gramse	1 0.20	1 0.84	2 0.52

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Environmental Quality

			High	Low	ATTR Total
Environmental Quality	Metro B Hosting	Assigned to Individual Total	1 0.20	1 0.84	2 0.52
	Strategic Communications	Luis Larios	0 0.00	1 8.14	1 8.14
		Assigned to Individual Total	0 0.00	1 8.14	1 8.14
	Voice Engineering	Dave Vasenda	0 0.00	1 2.70	1 2.70
		Assigned to Individual Total	0 0.00	1 2.70	1 2.70
	Voice Operations	Gail Christiansen	0 0.00	1 0.85	1 0.85
		Kelly Johnson	0 0.00	1 0.14	1 0.14
		Romanza Hamblin Sorensen	0 0.00	2 2.39	2 2.39
		Assigned to Individual Total	0 0.00	4 1.44	4 1.44
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.63	1 0.63
		Assigned to Individual Total	0 0.00	1 0.63	1 0.63
	Assigned Group Total		4 0.52	116 0.75	120 0.74
Customer Company Total			4 0.52	116 0.75	120 0.74

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Environmental Quality

Detail

INC000000466771	Ying-Ying Macauley	Telecom	Voice Mail	None		TIR Missed: No	0.00
	Voice Engineering	Dave Vasenda	Environmental Quality	Low	Closed	TTR Missed: No	2.70
INC000000529051	Scott T Anderson	None	None	iPhone		TIR Missed: No	0.34
	Application Services	Dustin Crump	Environmental Quality	Low	Closed	TTR Missed: No	0.72
INC000000540975	Mark Berger	PC/Laptop	Error	None		TIR Missed: No	0.40
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.42
INC000000541176	Carlee Christoffersen	Application	Error	Adobe Acrobat		TIR Missed: No	0.21
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.27
INC000000541821	Mark Hansen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000541920	Jennifer Yee	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000541928	Dan Griffin	Application	None	Microsoft Office		TIR Missed: No	0.20
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed	TTR Missed: No	0.20
INC000000541950	Mike Givens	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000542211	Brianna Ariotti	PC/Laptop	Hardware	None		TIR Missed: No	0.14
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed	TTR Missed: No	0.28
INC000000542410	Carlee Christoffersen	EIS Hardware	None	None		TIR Missed: No	0.21
	Strategic Communications	Luis Larios	Environmental Quality	Low	Closed	TTR Missed: Yes	8.14
INC000000542418	Judy Etherington	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.95
INC000000542825	Alisa Westenskow	Telecom	Feature	Telephone		TIR Missed: No	0.34
	Voice Operations	Gail Christiansen	Environmental Quality	Low	Closed	TTR Missed: No	0.85
INC000000542876	Kim Viehweg	Application	Error	None		TIR Missed: No	0.98
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.98
INC000000542920	Ken Bousfield	Application	Error	Internet Explorer		TIR Missed: No	0.89
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Closed	TTR Missed: No	2.83
INC000000543007	Richard Sanborn	Telecom	Voice Mail	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Environmental Quality	Low	Closed	TTR Missed: No	0.70
INC000000543238	Dale Urban	PC/Laptop	None	None		TIR Missed: No	0.76
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	2.19

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INC000000543557	Camron Harry	PC/Laptop	Hardware	None		TIR Missed: No	0.35
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Closed	TTR Missed: No	0.35
INC000000543796	Deborah McMurtrie	Network	Incident	None		TIR Missed: No	0.06
	Metro B Hosting	James Gramse	Environmental Quality	Low	Closed	TTR Missed: No	0.84
INC000000544012	Michelle Weis	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000544189	Lenora Sullivan	Application	None	None		TIR Missed: No	0.21
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	0.21
INC000000544264	Michael Grange	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Environmental Quality	Low	Closed	TTR Missed: No	0.15
INC000000544503	Diane Hernandez	None	None	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000544518	Diane Hernandez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000544553	Diane Hernandez	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.13
INC000000544583	James Harris	Application	None	Novell GroupWise		TIR Missed: Yes	1.15
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Closed	TTR Missed: No	1.39
INC000000544590	Krislyn Taite	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000544715	Jeanell Collings	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.34
	Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Closed	TTR Missed: No	1.57
INC000000545194	Bill Craig	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000545279	Bill Craig	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000545294	Robin V Davis	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000545300	Linda Matulich	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000545542	Emilie Flemer	None	None	Microsoft Access		TIR Missed: No	0.17
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.26
INC000000545623	Rachael Cassady	Application	None	None		TIR Missed: No	0.44
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	0.44

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INC000000545747	Brad T Johnson	None	None	Utah Master Directory	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	High	Closed	TTR Missed: No	1.06
INC000000545797	Brad T Johnson	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000545823	Brad T Johnson	Application	Reporting	PGP	TIR Missed: No	0.28
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	High	Closed	TTR Missed: No	0.31
INC000000545942	Craig W Jones	PC/Laptop	Error	None	TIR Missed: No	0.55
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	0.55
INC000000546155	Jennifer Yee	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.28
Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Closed	TTR Missed: No	0.52
INC000000546188	Karma Kehler	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000546215	Elisa Smith	Application	Error	Internet Explorer	TIR Missed: No	0.20
Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	0.27
INC000000546406	Robin V Davis	None	None	None	TIR Missed: No	0.26
Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Closed	TTR Missed: Yes	8.32
INC000000546411	Kevin Carney	Application	Error	Microsoft Word	TIR Missed: No	0.52
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.54
INC000000546600	David Bird	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000546722	Michelle Weis	Application	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Resolved	TTR Missed: No	0.93
INC000000546768	Paul Wright	Network	None	None	TIR Missed: No	0.59
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Closed	TTR Missed: No	0.87
INC000000546802	Ying-Ying Macauley	Application	Error	Microsoft Access	TIR Missed: No	0.31
Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Closed	TTR Missed: No	1.52
INC000000546983	Sonja Robinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.00
INC000000547325	Michael Zucker	Application	None	ArcGIS Server Applications	TIR Missed: No	0.48
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Closed	TTR Missed: No	1.27
INC000000547790	Teri Weiss	None	None	None	TIR Missed: No	0.06
Metro B Desktop Support	Mike Wilde	Environmental Quality	Low	Closed	TTR Missed: No	0.13
INC000000548122	Mat Carlile	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Closed	TTR Missed: No	0.00

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INC000000548161	Brad T Johnson Help Desk	Network Brenda Treadway	Error Environmental Quality	Novell Client for 32-bit Windows High	TIR Missed: No TTR Missed: No	0.00
INC000000548258	Jeanell Collings Metro B Desktop Support	Print/Copy/Scan/Fax Mike Wilde	Paper Jam Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.10 0.43
INC000000548539	Linda Matulich Metro B Desktop Support	Print/Copy/Scan/Fax Tyler Pearce	Incident Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.50 0.69
INC000000548809	Elden Olsen Metro B Desktop Support	None Sean Chadbourne	None Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000548859	Wade Hansen Metro B Help Desk	Network Gary Graham	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549350	Melissa Copfer Metro B Desktop Support	Application Mike Wilde	Error Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.57 0.97
INC000000549392	Kate Tipple Metro B Help Desk	Application Janet Hongsyvilay	Error Environmental Quality	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000549462	Matt Sullivan Metro B Help Desk	Application Janet Hongsyvilay	None Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.00 0.32
INC000000549576	Toby Hooker Help Desk	Network Brenda Treadway	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000549665	Linda Matulich Metro B Help Desk	PC/Laptop Janet Hongsyvilay	Error Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.63 0.65
INC000000549688	Patrick Barickman Metro B Desktop Support	PC/Laptop Stephanie Young	Error Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.51 1.62
INC000000550026	Leah Ann Lamb Application Services	Mobile Devices Dustin Crump	Error Environmental Quality	Novell GroupWise PDA Connec Low	TIR Missed: No TTR Missed: No	0.54 0.59
INC000000550376	Linda Matulich Metro B Desktop Support	Application Sean Chadbourne	Password Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.27 0.55
INC000000550384	James Harris Metro B Desktop Support	None Sean Chadbourne	None Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.11 0.80
INC000000550393	Jeri P Olsen Voice/Data/WAN Services	Telecom Mike Johnson	Hardware Environmental Quality	Telephone Low	TIR Missed: No TTR Missed: No	0.14 0.63
INC000000550504	Douglas Bacon Metro B Desktop Support	None Peter Musser	None Environmental Quality	None Low	TIR Missed: No TTR Missed: No	0.06 1.48
INC000000550550	Morgan Atkinson Metro B Help Desk	Network Gary Graham	Password Environmental Quality	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000550619	Linda Matulich	Application	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Cindy Reed	Environmental Quality	Low	Resolved	TTR Missed: No	0.57
INC000000550929	Jeanell Collings	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	5.91
INC000000551114	Margaret Hand	Network	Incident	None		TIR Missed: No	0.56
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	0.90
INC000000551131	Harry D Campbell	Wireless Connectivity	None	None		TIR Missed: No	0.30
	Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.37
INC000000551186	Brock Lebaron	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000551190	Heather Mickelson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000551191	Robert Sirrine	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000551236	Nando Meli Jr	PC/Laptop	Hardware	None		TIR Missed: No	0.11
	Metro B Desktop Support	Anthony Booyse	Environmental Quality	Low	Resolved	TTR Missed: No	1.86
INC000000551553	Kimberly A Wilcox	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000551638	Brock Lebaron	PC/Laptop	Hardware	None		TIR Missed: No	0.39
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	5.63
INC000000551682	Joan Thalmann	Application	Error	None		TIR Missed: No	0.22
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	0.46
INC000000551718	Bill Craig	Application	None	Adobe Acrobat		TIR Missed: No	0.13
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	0.19
INC000000551735	Jeanell Collings	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	4.52
INC000000551871	Krisi Schaff	PC/Laptop	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	0.14
INC000000551998	Carlee Christoffersen	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000552008	Linda Matulich	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.05
INC000000552212	John Mackey	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	

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INC000000552450	Doug Wong	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.11
INC000000552472	Dave McNeill	Network	Error	None		TIR Missed: No	0.12
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	0.14
INC000000552544	Elisa Smith	Telecom	None	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Environmental Quality	Low	Resolved	TTR Missed: No	4.09
INC000000552663	Tim DeJulis	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.67
INC000000552705	Beverly Rasmussen	PC/Laptop	None	None		TIR Missed: No	0.31
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.32
INC000000552715	Cynthia Beem	PC/Laptop	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	1.23
INC000000552745	Kiera Harper	None	None	None		TIR Missed: No	0.28
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.28
INC000000552874	Joseph Randolph	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000552939	David Snyder	None	None	None		TIR Missed: No	0.15
	Metro B Desktop Support	Stephanie Young	Environmental Quality	Low	Resolved	TTR Missed: No	2.99
INC000000552943	Phillip Goble	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000552997	Roman Kuprov	Application	Reporting	Cisco AnyConnect VPN Client		TIR Missed: No	0.36
	Metro B Desktop Support	Tyler Pearce	Environmental Quality	Low	Resolved	TTR Missed: No	0.39
INC000000553033	Phillip Goble	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000553147	Colt Smith	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.03
INC000000553257	Doug Hansen	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.05
INC000000553266	Jason Krebs	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	0.29
INC000000553621	JJ Trussell	None	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000553638	Rachel Winters	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.02

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INC000000553670	Pam Jacob	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000553709	Heather Mickelson	Application	Password	Novell Messenger	TIR Missed: No	0.52
Metro B Help Desk	Gary Graham	Environmental Quality	Low	Resolved	TTR Missed: No	0.60
INC000000553729	Kim Viehweg	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.12
INC000000553867	Kim Viehweg	Application	None	Google Chrome	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000553910	Frank Stehno	Application	None	None	TIR Missed: No	0.41
Database Services	Glenda Hudgens	Environmental Quality	Low	Resolved	TTR Missed: No	0.41
INC000000553933	Kim Viehweg	PC/Laptop	Error	None	TIR Missed: No	0.10
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.10
INC000000554113	Elisa Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000554124	Rusty Ruby	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.55
INC000000554315	Robin V Davis	Network	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.07
INC000000554336	Rhonda Thiele	Network	Error	None	TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Environmental Quality	Low	Resolved	TTR Missed: No	0.03
INC000000554392	Diane S Nielson	Application	Error	None	TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	1.12
INC000000554413	Scott Hopkins	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	0.00
INC000000554686	Debbie Oberndorfer	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.07
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.07
INC000000554760	Hao Zhu	PC/Laptop	Hardware	None	TIR Missed: No	0.16
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.42
INC000000554807	Harold Sandbeck	Server	Error	None	TIR Missed: No	0.20
Metro B Hosting	James Gramse	Environmental Quality	High	Resolved	TTR Missed: No	0.20
INC000000554811	John Mackey	PC/Laptop	Error	None	TIR Missed: No	0.00
Metro B Desktop Support	Bill Crowther	Environmental Quality	Low	Resolved	TTR Missed: No	0.43
INC000000554887	David McCleary	None	None	None	TIR Missed: No	0.00
Voice Operations	Kelly Johnson	Environmental Quality	Low	Resolved	TTR Missed: No	0.14

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INC000000555435	Dale Urban	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	0.31
INC000000555453	Dale Urban	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Environmental Quality	Low	Resolved	TTR Missed: No	0.00